Fix the Glitch Toolkit

Purpose of the toolkit

This Fix The Glitch Toolkit is an interactive and practical tool to help end the growing problem of online abuse. In 2017 **The Law Commission** reported 28% of UK internet users were on the receiving end of trolling, harassment or cyberbullying and, unfortunately but unsurprisingly, online abuse disproportionately affects women and girls. This has been defined as online gender-based violence (OGBV).

The Toolkit has been designed and reviewed with experts to support those who want to help end OBGV, but might not know where to begin. Inside is an easy to follow guide for you as host to ignite a short and informative conversation about ending OGBV in your communities or with your network. This could be at work, school, an organisation you belong to, or online with other social media users.

There are four short rounds of questions, which should take roughly one hour in total to discuss, with each round lasting between 8-10 minutes. At the end of the conversation both host and discussion partners will be more informed about OGBV and will have learned ways to help combat online abuse.

First Edition

Glitch

We are a small and ambitious not-for-profit organisation that exists to end online abuse. We want to see an increase in digital citizenship across all online users and to instil the belief that our online community is as real as our offline one and we should all be working together to make it better.

Fix the glitch now for a safer web tomorrow.

Acknowledgements

We would like thank the Association for Progressive Communications for awarding us a seed grant last year thus making all of this possible.

We would also like to thank Double Noire for the design.

Fix The Glitch Toolkit has been developed by Seyi Akiwowo with Barbara Paes.

Follow us online

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In this pack

Yellow setup cards
The yellow cards introduce Glitch, the Toolkit and explain its purpose. These cards also explain the Toolkit contents and give the host guidance on how to set the session.

White host cards
To help the host prepare for the session we have provided guidance for each round and outlined the key takeaways for discussion partners. We have also included 10 top tips. Be sure to also check out our Additional Resources Document on our Fix the Glitch Toolkit webpage.

Black question cards
There are four question cards, one for each of the four discussion rounds. Hand these out before each round and have a discussion partner read the question card aloud for the rest of the group.

Action cards
These cards are for discussion partners and the host to take notes during the session. Discussion partners can also hold up these cards to let the host know they would like to speak.

Round 1: Definition: What is online gender-based violence?

OGBV is a relatively recent phenomenon that many people may struggle to define precisely. In our case this uncertainty is a good way to ease into the topic. To start, ask your group how they would personally define OGBV.

Definitions of key terms:

- **Online Abuse** may include a diversity of tactics and malicious behaviours ranging from sharing embarrassing or cruel content about a person to impersonation, doxing and stalking, to the nonconsensual use of photography and violent threats.
- **Online Gender-Based Violence** is generally defined as harmful action by one or more people directed at others based on their sexual or gender identity or by enforcing harmful gender norms. These harmful acts of violence which are committed, assisted or aggravated in part or fully by the use of Information and Communications Technology (ICT), such as mobile phones, the internet, social media platforms or email. Both women and men experience gender-based violence but the majority of victims are women and girls.
- **Multi-intersecting Identities** refer to social factors such as race, origin, ethnicity, sexuality, gender identity, class or disability that also influence how different women experience OGBV. For instance, recent research by Amnesty International revealed black women are 84% more likely to be mentioned in abusive or problematic tweets than white women.

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Important Terms and Conditions

We are really excited to release this first limited edition of our Toolkit and cannot wait to hear about your discussions. Although we are a not-for-profit organisation, we have chosen not to put a price on our first edition so we can reach and support as many people as possible. In return, we ask users to adhere to our Creative Commons license. Users cannot alter the Fix The Glitch Toolkit, nor use it for commercial gain.

You can always book us to deliver one of our workshops or trainings. If you would like permission to translate this toolkit into a local language, partner with us or have any questions on how you would like to use our Toolkit please email info@fixtheglitch.org.

Round 2: Impact: How can online gender-based violence affect people?

Questions in this round are focused on increasing discussion partners' understanding and empathy. OGBV is a serious and potentially life-threatening issue with real repercussions for victims as well as their family, friends and local communities

4 Common consequences of OGBV:

1. Cause harm to a person's mental health and wellbeing and has led to increases in self-harm, anxiety and suicide.
2. Threaten someone's physical integrity or could encourage others to carry out a physical attack.
3. Has a "silencing effect" for women and girls. Social media platforms are spaces to exercise the right to freedom of expression. According to Amnesty International, online abuse is a direct threat to this freedom of expression and access to information. Upon suffering OGBV, many women and girls are forced to abandon their profiles. Amnesty found 76% of women who experienced abuse or harassment on a social media platform changed the way they use the platforms. 32% even stop posting content that expressed their opinion on certain issues.
4. Prevents women and girls from accessing relevant information, expressing their opinions and participating in public debates which in turn negatively impacts on both progress towards gender equality and our democracy.

Getting Started

Setting the scene

Start by thanking your discussion partners for attending and introduce yourself. Referring to the yellow cards, introduce Glitch, its mission statement and the purpose of the session. Briefly outline what will happen in the session and invite discussion partners to introduce themselves. Establish a few "house rules" which may include things like confidentiality, no interruption, respecting others' opinions and that all questions are welcome.

At the beginning of each question round hand out the black question cards and encourage discussion partners to share their thoughts. Remember to invite them to take notes on the action cards.

Question Rounds

1. **What is online gender-based violence?**
2. **How can online gender-based violence affect people?**
3. **How can we be safer online and report online gender-based violence?**
4. **How can we end online gender-based violence?**

Round 3: Protect + Report: How can we be safer online and how can we report online gender-based violence?

This round is focused on learning to protect ourselves against OGBV and understanding what we can do to defend ourselves if it occurs. Introduce the topic of online safety more broadly to begin with and steer away from detailed, technical specifics about digital security. Remember to talk about how we can support women, friends and family online.

3 Top tips on online safety and privacy for everyone:

1. Create strong passwords for your social media and email accounts by making them long and changing them frequently. You can make them more difficult by using capital and lowercase letters, numbers and special characters like ,?! . Set a regular reminder and you can use secure websites like LastPass to store your passwords.
2. Where possible, set two-step verifications on your social media and email accounts. Two-step verification sends a code by text to a nominated phone number that needs to be entered when you or someone else tries to log in to your account from an unfamiliar browser or computer.
3. Familiarising yourself with privacy settings. These should be set so you are not inadvertently sharing personal information with strangers or potential perpetrators. Purposely sharing personal information on social media should be carefully considered before doing so.

Round 4: Solutions: How can we end online gender-based violence?

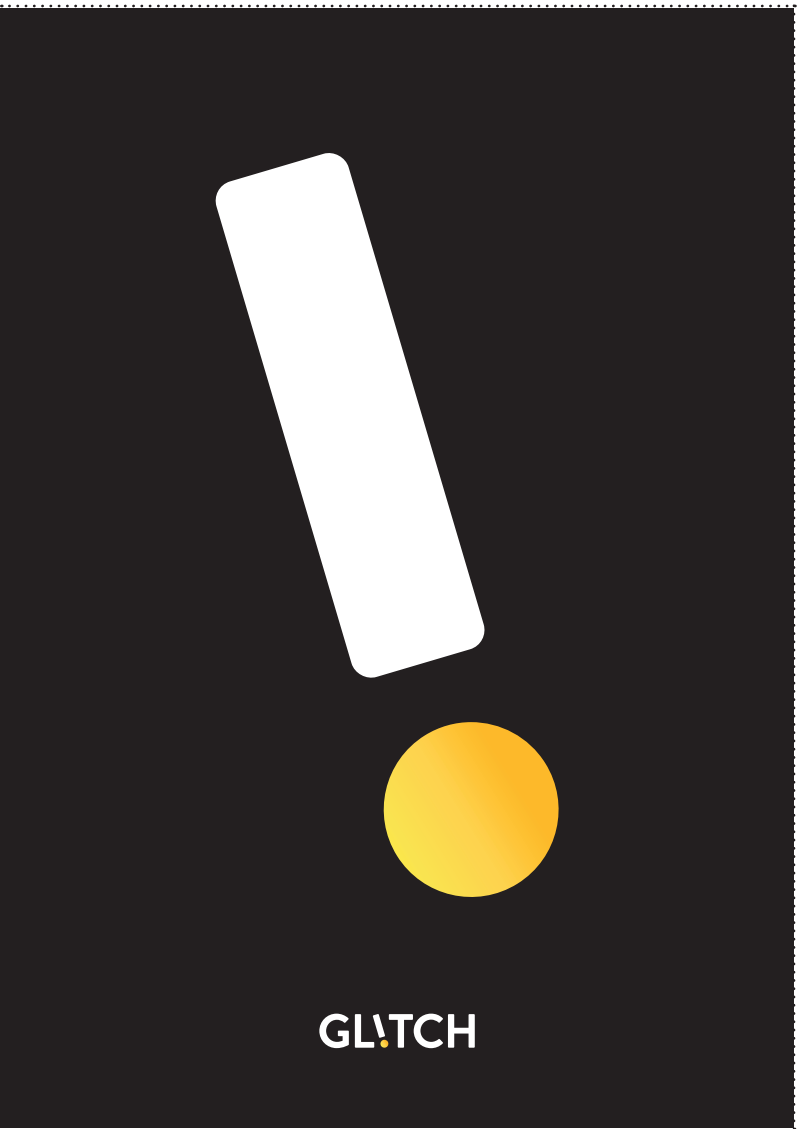
This is the most important part of the conversation, so be sure to leave plenty of time. Have the discussion partners brainstorm ways to prevent and help end OGBV. When devising ways to end OGBV consider how to challenge the unhealthy mindset and narratives that create unsafe online environments as well as create effective policies to prevent OGBV.

On a macro-level here are the ways social media companies and decision makers can tackle the issue of OGBV:

- **Social media companies.** Glitch along with several organisations strongly recommends they enforce clear rules; they must review and improve their reporting and moderation processes and they must be more transparent.
- **Government.** As any other form of gender based violence, OGBV must be properly addressed by governments. States should act towards ensuring the online environment is safe for everyone and hold social media companies accountable for the occurrence of OGBV in their platforms.

As individuals we can:

- Be an active bystander, this includes checking in with the person being targeted and helping to report it.
- Commit to hosting a session using our Fix the Glitch Toolkit with your own community or network.
- Write to your Member of Parliament telling them you care about ending OGBV and ask how they will ensure online environments are safe for everyone.



Top 10 tips

To make your session a success

- **Location:** make sure you secure a quiet space to host the conversation. Check to see if your school, workplace or organisation has an accessible room available and be sure to book it in advance.
- **Time and date:** set a date and time for your session so your discussion partners can plan ahead to join you and your school, workplace or organisation can help with logistics. Remember to give as much notice as possible.
- **Duration:** remember people are busy and this is a hard topic to discuss, so it might be challenging to have discussion partners attend and stay focused for a long period of time. Try to keep the session to 50 minutes long.
- **Preparation:** Don't forget to read this guide thoroughly and navigate the additional resources on our website. Remember, the goal of this conversation is to ignite an informed and interactive discussion on OGBV.
- **Engagement:** sometimes it can be hard for discussion partners to understand or relate to OGBV, so be prepared to give examples that demonstrate how OGBV works and what types of impact it has. Check out the additional resources on our Fix the Glitch Toolkit webpage.

Here are 5 ways your community and networks (community organisation, charity, political party, association) can help end OGBV

1. Be prepared to support your employees, colleagues, students and members' through any online abuse they may face.
2. Seek training to educate and inform employees, students and members about online abuse, digital safety, OGBV and related topics. Glitch provides Digital Citizenship Workshops and Digital Resilience Training.
3. Design and implement policies to ensure the online safety of employees, students and members who are women and/or belong to groups that are disproportionately targets of online abuse.
4. Design and enforce an online code of conduct for employees, students and members.
5. Read Crash Override Network for their useful one-pager explaining what can employers do in cases of online abuse against their employees.

Who can you report OGBV to and how?

Ask discussion partners to share who they think they can report OGBV to and how. It's important to note that some OGBV tactics may be civil and some may be criminal.

Here 4 Ways to report OBGV

1. **To the social media company.** Most online social media platforms have their own reporting tools that allow users to inform the company if OGBV takes place. However, it has been widely commented that most social media platform policies on online abuse have yet to be implemented effectively. This means that while reporting to them is an important step in highlighting OGBV, the appropriate measures may not always be enforced.
2. **To your local police team.** When it comes to reporting to the authorities or taking legal action, accurate and thorough documentation of the harassment via social media, email or messaging app will be needed via screenshots and more.
3. **To the UK Safer Internet Centre.** This partnership of leading charities promotes the safe and responsible use of technology for young people. 'Reporting Online Harmful Content' is their new tool and you can access it at reportharmfulcontent.online.
4. **To your line manager.** If the abuse happens on a work-related platform, comes from a colleague, or to a trusted adult if you're under the age of 18: it is important not to deal with OGBV alone. We also recommend letting a loved one or close friend know.

Top 10 tips cont...

- **Language:** OGBV is a new phenomenon so try to avoid using jargon or specific language that may not be familiar to everyone and could cause some to withdraw from the discussion.
- **Inclusive:** some people are naturally inclined to speak up and others prefer to participate in less vocal ways. If you notice some of the discussion partners having a hard time engaging in the conversation, be creative and find ways of inviting them into the debate.
- **Vocabulary:** another helpful tip is creating a collective glossary on a flipchart. Discussion partners are likely to have questions about different terms or seek clarification. These are good opportunities to engage and educate each other about OGBV. You can refer to our additional resources on our Fix the Toolkit webpage.
- **House rules:** discussing OGBV might involve sharing experiences which might be personal. It's a good idea to establish a few "house rules" which can include things like confidentiality, no interruptions, respecting others' opinions and all questions are welcome.
- **Materials:** don't forget to bring things like flipchart paper, pens, surveys, the Toolkit of course and maybe even some snacks.

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ROUND 1

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Definition

What is online gender-based violence?

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ROUND 2

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Impact

How can online gender-based violence affect people?

GL!TCH

ROUND 3

Q

Protect + Report

How can we be safer online and how can we report online gender-based violence?

GL!TCH

ROUND 4

Q

Solutions

How can we end online gender-based violence?

GL!TCH

How can online gender-based violence affect people?

- What do you believe are the consequences of facing OGBV (for the individual, friends and family, school peers and colleagues)?
- How would you feel if your social media was flooded by hateful comments or threats to you or your family? (comments and threats based on your identity, gender, sexual orientation, race, ethnicity, religion, nationality, origin, location, size or disabilities)?
- How can we ensure that young girls are supported and safe online?

What is online gender-based violence?

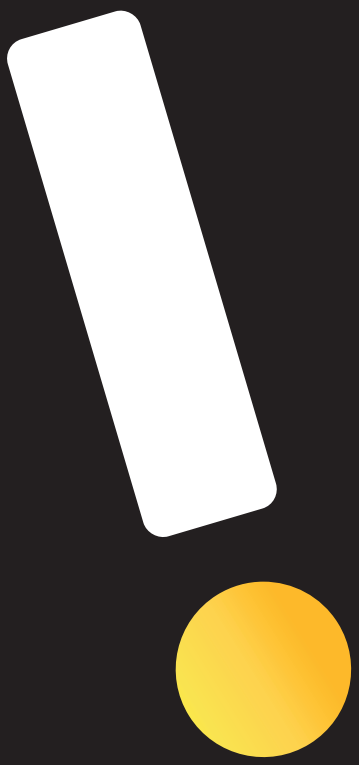
- What type of online behaviour would you consider inappropriate?
- Who do you think is most affected by online harassment, abusive comments or threats?
- How would you define online gender-based violence?

How can we end online gender-based violence?

- What do you think should be done to end OGBV?
- How do you think social media platforms and the government could prevent and end OGBV?
- How do you think you could help end OGBV?
- How do you think your community could help fight OGBV?

How can we be safer online and how can we report online gender-based violence?

- What are 5 ways we can be safer online?
- How can you support women, girls, your friends and family online?
- How can we report OGBV?



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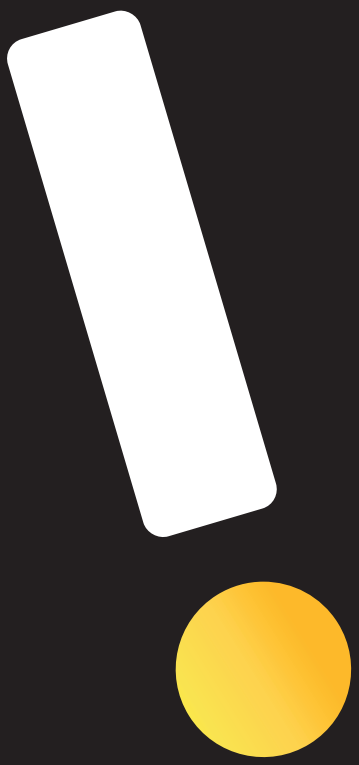

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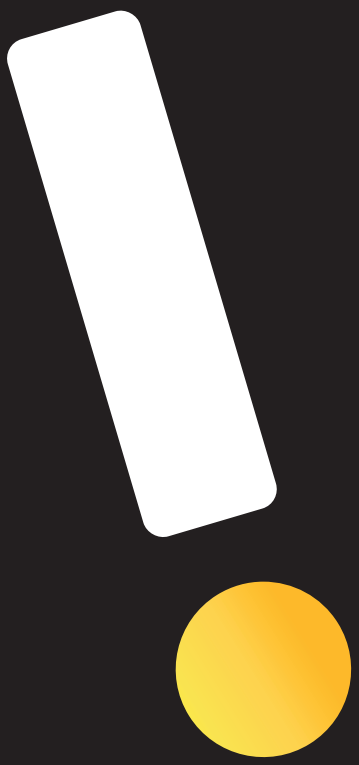

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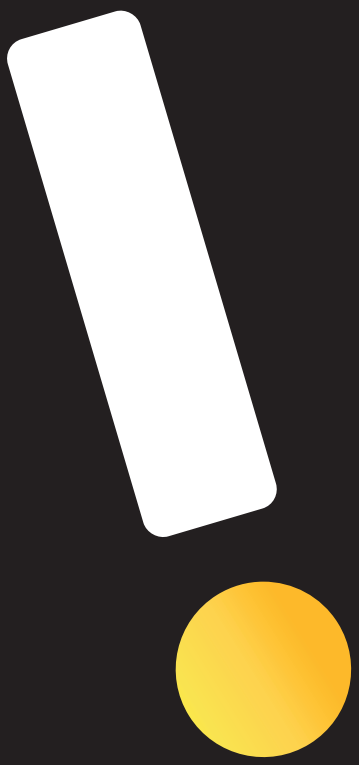

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